



GOVERNMENT OF THE DISTRICT OF COLUMBIA

OFFICE OF CITIZEN COMPLAINT REVIEW



Information Sheet

The **Office of Citizen Complaint Review (OCCR)** is an independent agency in the District of Columbia that receives, investigates, and resolves police misconduct complaints filed by the public against Metropolitan Police Department (MPD) officers.

How to File a Complaint

IN-PERSON – 730 11th Street, NW, Suite 500, Monday through Friday at, 8:30 am to 5:00 pm

CALL OCCR (202) 727-3838- Monday through Friday, 8:30 am to 5:00 pm or **THE HOTLINE - (866) 588-0569** - Available 24 hours a day, seven days a week to receive information about a complaint.

BY MAIL or FAX – Write to: **730 11th Street, NW, Suite 500, Washington, DC 20001** or send a fax to: **(202) 727-9182** detailing the incident.

ONLINE - Complaint forms are available to download from OCCR's website: **www.occr.dc.gov**.

MPD DISTRICT STATIONS -OCCR complaints forms are available at all MPD District Stations.

Complaints must be filed within 45 days of the incident.

OCCR's Authority

OCCR has the authority to receive, investigate, mediate, and adjudicate complaints filed against MPD officers that allege abuse or misuse of police powers in any of the following categories:

- ***Harassment;***
- ***Use of unnecessary or excessive force;***
- ***Language or conduct that is insulting, demeaning, or humiliating;***
- ***Discriminatory treatment; or***
- ***Retaliation for filing a complaint with OCCR.***

The public also may file a complaint directly with MPD that alleges any of the misconduct described above or any other issue related to the police.

Complaint Process

Once a completed complaint form is received, it will be reviewed to determine if it is within OCCR's jurisdiction.

- If so, in most cases it will be assigned to one of OCCR's investigators. OCCR also may refer the complaint to mediation.
- If the complaint is investigated, an investigator will interview witnesses, collect documents, and then prepare a report summarizing the investigation.
- If the investigation indicates that police misconduct may have occurred, the complaint will be referred to an independent complaint examiner, who will issue a written decision.

Information to Include when Filing a Complaint

- Day, date, time, and exact location of the incident;
- Officer's name, badge number, and physical description;
- Witnesses' names, addresses, and telephone numbers;
- Car or license plate numbers for any vehicles involved in the incident;
- Any other helpful and relevant evidence, such as copies of traffic tickets, police reports, photographs, and medical records.

It is important to file your complaint as soon as possible after the incident so that all necessary evidence may be collected.